

## Materials

- *A pen in working condition*
- *Restaurant reservations book*

## Duration of Session

*15 minutes*

## Introduction

I	Interest	<p>Imagine, you have decided to go out for dinner with a group of friends on a Saturday night for a special occasion such as a Birthday.</p> <p>You have decided to visit one of restaurants. You arrive at the entrance of the Restaurant and unfortunately they do not have your Reservation.</p> <p>How would you feel in front of your guests if you were this person”?</p>
N	Need (why)	<p>When taking a Reservation from the Guest over the telephone you are creating a first impression of the Restaurant to that guest.</p> <p>It is important, that the first impression is a positive one.</p>
T	Task	<p>Today, we will demonstrate “How to take a Reservation via the Phone” according to standards.</p>
R	Range	<p>This session will last for approximately 15 minutes. We will provide you with detailed explanations and clearly demonstrate how you are expected to perform this task. Each one of you will then have the opportunity to practice.</p> <p>Please write down your questions and we will be happy to answer any concerns at the end of the session.</p>
O	Objective	<p>By the end of this session, our objective is to ensure that you have learned “How to take a Reservation via the Phone” with confidence, and according to our defined standards.</p> <p>Any Questions?</p>

## Task Breakdown Who, What, Where, When and How

### Task: How to take a Reservation via the Phone

**Job Title:** Food & Beverage Employees

STEP	INVOLVEMENT	STANDARD
1. Prepare the equipment	Q: What equipment do we need to take a reservation?	<ul style="list-style-type: none"> <li>A Hyatt Regency Dongguan pen in working condition</li> <li>The Restaurant / Bar reservation book</li> </ul>
2. Taking a reservation over the telephone	Q: What is the standard number of rings allowed?	<ul style="list-style-type: none"> <li>3 rings or less</li> </ul>
	Q: How do we answer the telephone?	<ul style="list-style-type: none"> <li>Smile as you really mean it</li> <li>Answer the telephone with a smile in your voice</li> <li>Speak slowly &amp; clearly</li> <li>Listen carefully to the guest</li> </ul>
	Q: Which language do we use?	<p>“您好, _____ &lt;Dept Name&gt;, may I help you?”</p> <ul style="list-style-type: none"> <li>English</li> <li>If the caller is speaking Chinese the remainder of the conversation should be in Chinese.</li> </ul>
3. Writing down the reservation	Q: What details do we need to record?      Q: What do we need to ensure?	<ul style="list-style-type: none"> <li>Date of reservation</li> <li>Time of reservation</li> <li>Name of party</li> <li>Number of persons</li> <li>Table Preference (smoking / non smoking)</li> <li>Indoor or terrace seating</li> <li>Special request (i.e. special menu / wine, birthday cake, high chair required etc.)</li> <li>Contact number (Office &amp; mobile number)</li> <li>Fax Number (if they require the menu to be faxed)</li> <li>Place your initial &amp; date next to the reservation for reference</li> <li>Always ask the guest to spell his/her name</li> <li>Inform the guest of our dress code policy unless you know</li> </ul>

		<p>he/she has previously dined in the restaurant</p> <ul style="list-style-type: none"> <li>• Inform the guest that we will hold their table for approximately 15 minutes from the time of their reservation</li> <li>• Any special requests are written in the remark column &amp; highlighted</li> </ul>
<b>4. Repeat the reservation</b>	<i>Q: Why do we need to repeat the reservation?</i>	<ul style="list-style-type: none"> <li>• To ensure all the details have been recorded correctly</li> </ul>
<b>5. Inform the guest of the holding time</b>	<i>Q: How long do we hold the reservation for?</i>	<ul style="list-style-type: none"> <li>• Approximately 15 minutes</li> </ul>
	<i>Q: How do we communicate this to the guest?</i>	<p><b>“Mr. / Ms _____, we will only be able to hold your table for up to 15 minutes, after that we may be required to release your table.”</b></p>
<b>6. Thank the guest and replace the handset</b>	<i>Q: How do we thank guest?</i>	<ul style="list-style-type: none"> <li>• With a smile in our voice</li> <li>• Speak clearly</li> </ul>
	<i>Q: What do we need to say to the guest?</i>	<p><b>“We look forward to seeing you on _____, thank you very much for calling Mr. / Ms. _____”</b></p> <p><b>“Have a nice day / afternoon / evening.”</b></p>
	<i>Q: How do we respond when thanked by the guest</i>	<p><b>“It’s my pleasure Mr. / Ms. _____”</b></p> <p><b>“You’re most welcome Mr. / Ms. _____”</b></p>
	<i>Q: What do we need to remember when replacing the handset at the end of the call?</i>	<ul style="list-style-type: none"> <li>• Allow the guest to hang up the telephone first</li> </ul>

## CHECKING THE STANDARD

<b>Question Technique:</b>	Please remember: <i><b>Pose, Pause, Person</b></i> We begin questions with: <i><b>Who, What, Where, When and How</b></i>
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### **Summary Statement:**

We have now completed our training: **“How to take a Reservation via the Phone”**

### **Do you have any questions?**

<b>Step 1</b>	<i>Q: What equipment do we need?</i>
<b>Step 2</b>	<i>Q: What is the standard number of rings allowed?</i> <i>Q: How do we answer the telephone?</i>
<b>Step 3</b>	<i>Q: What details do we need to record?</i>
<b>Step 4</b>	<i>Q: Why do we need to repeat the reservation?</i>
<b>Step 5</b>	<i>Q: How long do we hold the reservation for?</i> <i>Q: How do we communicate this to the guest?</i>
<b>Step 6</b>	<i>Q: How do we thank guest?</i> <i>Q: What do we need to remember when replacing the handset at the end of the call?</i>

**Each Trainee should then be invited to repeat the task without help or interruption whilst being closely observed. Provide praise and constructive feedback:**

**Excellent!!**

**You have all done a fantastic Job! (Add any other comments as necessary)**

**Any Questions?**